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## Responding to the Increasing Demand for Long-term Services and Supports through Core Competency Direct Care Worker Training

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# **Responding to the Increasing Demand for Long-term Services and Supports through Core Competency Direct Care Worker Training**

Leanne Winchester MS RN Project Director

MA Personal and Home Care Aide State Training (PHCAST) Grant  
Project T82HP20323 funded by US HHS HRSA BHP Pr DN.



# **Personal and Home Care Aide Workforce**

- In 2012, nearly 1.2 million personal and home care aides
- Fastest growing occupation in the U.S.
- Contributing factors for focused attention on PHCA:
  - Consumer preference to receive LTSS in homes
  - State and Federal interest in containing Medicaid costs
  - States rebalancing their investments away from nursing homes to HCBS options
    - Money Follows the Person
    - Affordable Care Act
    - Community First Choice Option
    - Consumer-directed options

## MA Direct Care Worker Core Competency Training Program

Allied Health  
Professions

### ABCs for Direct Care Workers

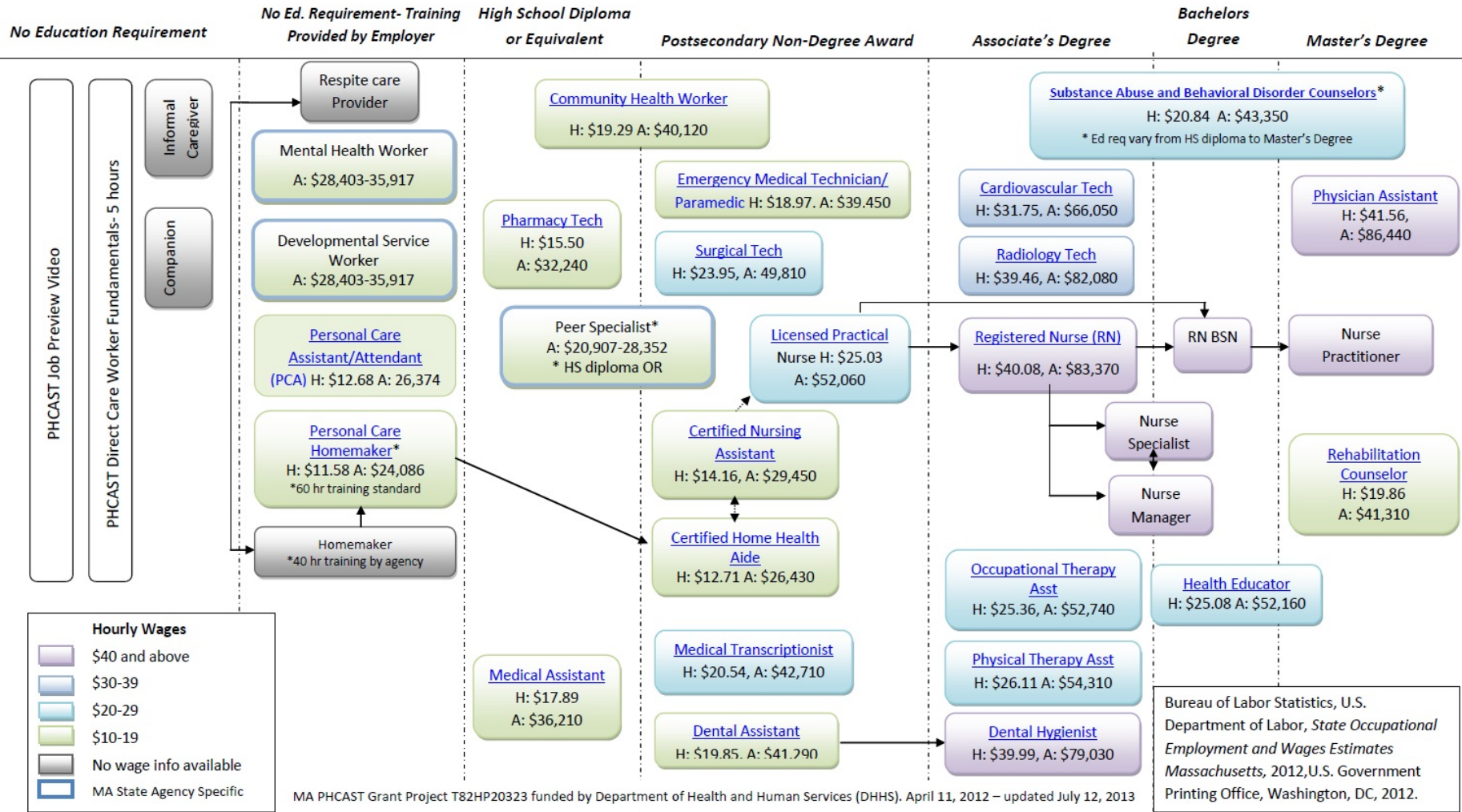
1. Roles & Responsibilities
2. Health care support
3. Infection Control
4. Basic Restorative
5. Personal Care
6. Nutrition
7. Consumer needs specific
8. Safety and emergency
9. Consumer rights, ethics, confidentiality
10. Communication
11. Culture and Diversity
12. Housekeeping
13. Life skills

### Continuing Ed

- Fundamentals Online Education Program
- Alzheimer's/ Dementia
- Safe Transfers/Overweight clients
- Supporting LGBT Elders
- Asthma and Homecare
- Awareness and Action
- *Supporting consumers who are deaf or hard of hearing*

# Massachusetts PHCAST Career Lattice

## Direct Care Worker Career Lattice – Wages and Education Requirements in Massachusetts 2012



# MA Direct Care Workforce Trainee

- Average trainee profile
  - Female (91%)
  - Age 30-39 (32%)
  - White, Non-Hispanic (41%)
  - Low Income (81.5%)
  - High School education (25.7%)
  - Unemployed (55%)
- Difficulty with English: 1-in-5 (Yrs. 1-2); 2-in-5 (Yr. 3)
- \*Minority: 2-in-5 (Yrs. 1-2); 2-in-3 (Yr. 3)

\* This number is assumed to be higher since some minority groups (i.e. Brazilian) self report as white, non-Hispanic/ Latino

# Training and Workforce Development Challenges

## Worker Challenges

- Language access
  - Limited English proficiency
  - Literacy: reading & writing
- Limited Resources
  - Case management
  - Access to Training
  - Life circumstances
- Low wages
  - Not a living wage
  - Cliff effect – potential loss of benefits

## Trainer Challenges

- Cultural Competency
  - Training culturally competent and multi lingual facilitators
  - Diversity among direct care consumers
- Recruitment and retention
  - Vacancy rates: 6%
  - Turnover rates: 23%
- Attrition
  - Drop rates among trainees
  - Case management
- Costs of training
  - Neither MassHealth (MA Medicaid) or Medicare reimburse providers for the cost of training staff